cials make regular and surprise inspections of their dealers and distributors to ensure compliance of instructions and detecting any irregularities. Customer satisfaction is an important item of evaluation in the M.O.U.s of the companies.

Diversification and value addition of agricultural produce

*216. SHRIMATI KAMLA SINHA: Will the Minister of FOOD PROCESSING INDUSTRIES be pleased to state:

(a) whether it is a fact that while the farming sector provides the basic inputs for the food processing industry, the latter leads to the diversification and value addition of agricultural produce and increases both rural employment and farmers' incomes; and

(b) if so, what steps have been taken by Government to encourage food processing industry so that the country's agricultural produce is not wasted and the farmer is ensured of a good return?

THE MINISTER OF STATE OF THE MINISTRY OF FOOD PROCESSING INDUSTRIES (SHRI TARUN GOGOI): (a) Yes, Sir.

(b) Government is encouraging investment for establishment of food processing units based on agricultural raw-materials for which besides providing various concessions and incentives, government has formulated and is operating various developmental Plan schemes.

Accidents at ISBT Delhi

*217. DR. ISHWAR CHANDRA GUPTA: Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number of fatal accidents at the ISBT, Delhi involving inter-state buses during the last three years, year-wise:

(b) the remedial steps taken to avoid such accidents;

(c) whether adequate arrangements exist to attend to fatal accidents on emergent basis; and

(d) if so, what are the details thereof?

THE MINISTER OF HOME AFFAIRS (SHRI S. B. CHAVAN): (a) to (d) The number of fatal accidents at ISBT, Delhi involving inter-State buses during last three years, year-wise, is as under:—

Year	Number of fatal accidents
1991	10
1992	5
1993	6

The following steps have been taken to reduce the occurence of accidents at I.S.B.T., Delhi:—

(i) Pedestrians are being educated to make increased use of the sub-way.

(ii) Extra traffic staff has been deployed inside the ISBT to regulate traffic.

(iii) Regular patrolling is being done by the traffic staff. A crane has been deployed inside the ISBT.

(iv) The staff of Haryana and U.P. Roadways has been detailed to regulate their buses.

(v) Segregation of areas for the movement of buses and pedestrians is being done.

An Ambulance and a First-aid Post remains available round the clock. Police staff is also deployed round the clock. On the occurence of an accident, the injured person is promptly sent to the nearest hospital.